

## Job Description

### *Mobile Library Officer*

<b>Service:</b>	Cultural Services	<b>Team:</b>	Libraries
<b>Location:</b>	As advertised		
<b>Salary range:</b>	As advertised	<b>Grade:</b>	5
<b>Reports to:</b>	Team Leader	<b>Staff responsible for:</b>	None

#### Job Purpose

The role is to:

- With guidance, but with significant responsibility and autonomy, operate and assist in the development of library based services on a mobile library, working alone to deliver efficient day to day running of the library service.
- Have responsibility for the mobile library and all related issues including security, vehicle management and Health & Safety, financial information, technical systems, administrative tasks and the development and promotion of library based services such as arts activities, customer information services, and learning opportunities. This includes responsibility for the day to day delivery of service to users in remote, non-library locations.
- This post is responsible for driving a large vehicle, undertaking basic maintenance on it and liaising with Fleet Services.

#### Accountabilities / Responsibilities

- Responsibility for running a mobile library working alone
- Responsibility for the development and promotion of the mobile library service
- Responsibility for vehicle-related issues including security, vehicle management, risk assessments and Health & Safety
- Responsibility for providing and delivering a high quality of customer service
- Ability to create and maintain effective links with the community, including networking with other agencies and partners
- Organising stock management work
- Collecting and evaluating statistics and other management information
- Assisting in the preparation of team business plans and the development, monitoring and achievement of performance targets
- Driving and basic maintenance of a mobile library vehicle
- There may be a requirement for this post to be DBS checked in the future

#### Other

- The ability to lift weights / boxes up to 13kg
- Category C1 driving licence is a requirement for driving the Mobile Library Vehicle.

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

## Our Values

### We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

## **Person Specification** ***Mobile Library Officer***

All the following requirements are essential unless otherwise indicated.

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

<b>Experience</b>
<ul style="list-style-type: none"> <li>• Experience of driving a large vehicle, and ability to operate a schedule of stops in line with relevant policies and procedures</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Relevant library experience</li> <li>• Experience of financial procedures and administrative procedures</li> </ul>
<b>Essential knowledge, skills &amp; abilities</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Knowledge of vehicle management and basic maintenance</li> <li>• Ability to act on own initiative, work without close supervision and also as part of a team</li> <li>• Monitor and evaluate services to achieve targets</li> <li>• Ability to deliver and develop an excellent customer focused service</li> <li>• Excellent communication skills in English, including ability to communicate effectively both verbally and in writing with staff and customers.</li> <li>• An enthusiasm for books and reading</li> <li>• Excellent digital skills</li> <li>• Ability to promote the service and stock to individuals and communities</li> <li>• Ability to handle complaints / difficult situations and have effective problem solving skills</li> <li>• Possession of driving abilities appropriate to the role – practical assessment accompanied by fleet services instructor</li> <li>• The ability to lift weights / boxes up to 13kg.</li> <li>• Category C1 driving licence is a requirement for driving the Mobile Library Vehicle.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge of and interest in stock management</li> <li>• Ability to lift books and other heavy items repeatedly for shelving and packing purposes</li> <li>• Ability to create and maintain effective links with the community, including networking with other agencies and departments</li> <li>• Knowledge of health and safety at work and risk assessment processes</li> <li>• Good organisational and planning skills</li> </ul>
<b>Other essential requirements</b>
<ul style="list-style-type: none"> <li>• Commitment to equality and diversity.</li> <li>• Commitment to health and safety.</li> <li>• Display the LCC values and behaviours at all times and actively promote them in others.</li> </ul>